DOCUMENT RESUME

ED 343 032 CE 060 814

TITLE Skill Clinics: Community Approaches.
INSTITUTION Office of Vocational and Adult Education (ED), Washington, DC.
PUB DATE 1 Apr 92
NOTE 17p.
PUB TYPE Reports - Descriptive (141)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Adult Counseling; *Adult Education; Adult Vocational Education; *Career Counseling; Career Education; Community Programs; Correctional Education; *Employment Potential; High School Equivalency Programs; Job Placement; *Job Training; Program Descriptions; Program Design; Referral; Secondary Schools; State Programs; Student Placement; Technical Institutes; Two Year Colleges; Unemployment; *Vocational Evaluation; Vocational Schools
IDENTIFIERS *Skill Clinics

ABSTRACT

Intended for people interested in developing a skill clinic, this document contains examples of community and workplace approaches to skill clinics. It describes skill clinics that make it easier for adults to pursue further education and training by offering one-stop service, coordination, assessment, referral, and career counseling. Nine community approaches represent the following types: community college, community college skill center, secondary school, state system, comprehensive adult education, area vocational-technical school, technical institute, correctional services, and community-based organization network. Three skill clinics based in the workplace and tailored specifically to meet employee needs are partnerships between a business and an educational organization. The last skill clinic described is a federal sector design located in the Office of Personnel Management/Internal Revenue Service. Each description of a skill clinic contains these components: type, location, description, services, and contact person with address and telephone number. (YLB)

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SKILL CLINICS

COMMUNITY APPROACHES

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
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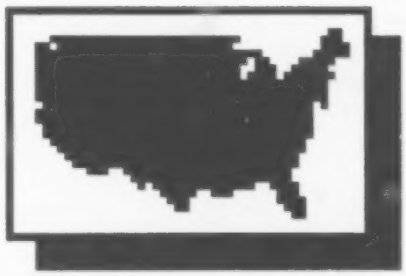

Attached are some community approaches to skill clinics. These are examples only and no endorsement is intended or implied.

U.S. Department of Education
Office of Vocational and Adult Education
4/1/92

CE060814

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Skill clinics, in communities and workplaces, make it easier for adults to pursue further education and training. A well developed skill clinic offers one-stop service, coordination, assessment, referral and career counseling. For those people interested in developing a skill clinic or, learning more about them, included here are some community approaches.

TYPE: COMMUNITY COLLEGE

LOCATION: State Fair Community College, Sedalia, Missouri.

DESCRIPTION: Community colleges across the country work to serve the diverse educational needs of their communities. State Fair Community College in rural Sedalia, Missouri, offers traditional community college courses, but also provides other additional services to further the educational and training opportunities of its citizens.

SERVICES: Services provided by State Fair Community College include:

- an Assessment Center providing information about vocational interests and aptitudes
- a Career Information Center providing information on careers, occupational outlooks and scholarships. A computer-assisted career planning program helps students relate interests and skills to potential careers
- a Special Vocations Programs Office providing special needs services to students such as:
  - referral to community agencies and other offices at the College
  - personal career/occupational counseling
  - resource assistance to disabled students
  - seminars and workshops to help returning students readjust to campus life
  - special scholarship programs for single parents and displaced homemakers
  - campus coordination of students enrolled in the Job Training Partnership Act

CONTACT:
Gay Groves
State Fair Community College
3201 West 16th Street
Sedalia, Missouri 65301
816/826-7100 ext. 253

TYPE: COMMUNITY COLLEGE SKILL CENTER

LOCATION: Pima Skill Center, Pima Community College, Tucson, Arizona

DESCRIPTION: A vital "skillbuilder" for the city of Tucson is the Pima Skill Center, a division of the Pima College Education Center South. "The skill center has been probably one of the premiere elements in the entire economic-development effort. We rely heavily on the center. They validate why companies move to Tucson: the quality of the work force and the work ethic," noted an aide in the city's Department of Economic Security Employment and Training Administration. Skill center programs are designed to aid those who have been laid off, whose job skills have been overtaken by technology, and referrals from the state's Job Service Placement Program. The goal of the center is to provide each student with a marketable skill to secure entry level employment in the community. Once students achieve their job goal competencies, they receive a certification for the chosen job. The Center also offers proficiency testing services to the community so people may upgrade their skills or learn new ones.

SERVICES: Services offered through the Skill Center include:

- assessment of knowledge for desired training placement
- referral to other areas of training or education
- basic education and GED preparation
- employability skills and job placement assistance
- specific vocational training for jobs
- career counseling and financial referral

CONTACT:
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Pima Community College Skill Center
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Tucson, Arizona 85745
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TYPE: SECONDARY SCHOOL

LOCATION: Baltimore County Secondary School Community Career Centers, Baltimore County, Maryland.

DESCRIPTION: Fourteen to twenty-one year old youth who have dropped out of school find encouragement and develop confidence at the Baltimore County Community Career Centers. Though part of the regular county school system, the career centers operate 12 months of the year in recognition of the year-round needs of their clients. For each client entering the program, steps are taken to help develop academic and vocational skills, increase self-esteem, change self-defeating behaviors, and enhance the prospects for meaningful employment and productive lives.

A familial atmosphere and unconditional, positive regard for the individual client are essential in making the Career Centers work. Clients are referred to the Centers through secondary schools and agencies, and some also arrive on their own.

Five years ago, the Baltimore County Secondary School Community Career Centers became a part of SPAN (Service Provider Agency Network) to encourage coordination of local resources. SPAN members include twenty agency representatives ranging from police and juvenile justice to family and childrens' services, employment and training, substance abuse and mental health. The group meets bi-annually to address growing needs in the community.

SERVICES: Services offered at the Community Career Centers include:

- assessment and development of an individualized program through the administration of "APTICOM," a basic vocational and academic assessment test to determine strengths and weaknesses and identify interests
- social-emotional counseling, to develop profiles to assess a client's self-worth, communication, social, coping, and problem-solving skills
- counseling about careers and the job search process, including application, resume writing and interview techniques

CONTACT:
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Community Career Centers
Baltimore County Public Schools
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Baltimore, Maryland 21237
301/887-0133

TYPE: STATE SYSTEM

LOCATION: Ohio's Adult Vocational Education Full-Service Centers, Columbus, Ohio.

DESCRIPTION: Full-Service Centers, created in 1987, have been the key to Ohio's gaining a competitive edge in an increasingly dynamic, technology-driven economy. Part of a training resource network developed by the Ohio Department of Education, the Ohio Department of Development, Bureau of Employment Services and other state and local agencies, Full-Service Centers have helped Ohio employers and their employees respond to shifting work conditions, maintain job readiness and employability skills and achieve increased productivity through one-stop assessment, job training and student assistance.

Located in 28 locations throughout Ohio, each Center is dedicated to enhancing on-the-job performance and improving the quality of life of Ohio's work force. At the same time, Ohio companies, government agencies, trade associations and health care organizations benefit from a well-trained work force.

SERVICES: Ohio's Full-Service Centers offer the following to the community:

- career assessment measuring aptitude for and interest in various jobs and/or potential for new skill training
- occupational counseling to assist in career decision-making
- networking with local and state agencies, associations, and other service providers involved with career and educational training
- courses for unemployed adults and workers facing a job change with emphasis on skill and career development and specific skill training to satisfy employer needs.

CONTACT:
Thomas N. Applegate
Associate State Director for Vocational and Career Education
Ohio Department of Education
Room 907
65 South Front Street
Columbus, Ohio 43266-0308
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TYPE: COMPREHENSIVE ADULT EDUCATION

LOCATION: New York State ACCESS Centers - Adult Center for Comprehensive Education and Support Services, New York, New York

DESCRIPTION: Challenged by a diverse population with varying needs from rural upstate New York to the urban concentration of East Harlem, New York needed an adult education system beneficial to all its citizens. Two years ago, in response to this need, state personnel developed ACCESS, Adult Center for Comprehensive Education and Support Services. ACCESS features client-centered, coordinated services from various state agencies for adult education, JOBS, job training, early childhood and support services. The goal of an ACCESS Center is to link social service programs to meet client needs in ways that would not be possible if programs were separately located. Fourteen ACCESS Centers exist in New York State.

SERVICES: ACCESS Centers offer the following services to members in the community:

- occupational skill assessment
- career and personal counseling
- basic skills and GED training
- occupational training
- job referral and placement
- on-site child care
- emphasis on integration of services

CONTACT:
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New York State Education Department
Division of Continuing Education Programs
Albany, New York 12230
518/474-3973

TYPE: AREA VOCATIONAL-TECHNICAL SCHOOL

LOCATION: Ogden-Weber Applied Technology Center, Ogden, Utah

DESCRIPTION: Ogden-Weber Applied Technology Center in Ogden, Utah, provides short-term vocational/technical training and job placement in response to local employer needs. As an area vocational technical center, the Center's goal is to help students receive new or upgraded employment. In 1990-91, the Center helped 5,373 students find employment or upgrade their academic and occupational skills.

According to Utah Job Service statistics, between 70% and 80% of the jobs in Utah require two years or less of vocational training. The Area Vocational Center system in Utah serves as a link to bring education and economic development together. The partnership benefits the state, providing skilled workers to existing business and attracting new business through customized training of personnel.

Ogden-Weber specializes in applied technology, ensuring the occupational training a student receives upon enrollment is translated into real work skills. The Center works with individuals who are entering the job market for the first time, or updating their skills for job advancement or a change in careers.

SERVICES: Ogden-Weber offers the following services to promote learning and sustain economic viability in the community:

- aptitude, ability, need, interest and employability assessments
- referral to other education, rehabilitation and financial services
- development of a student education plan
- career counseling
- job placement services and assistance in interviews with prospective employers
- on-site child care
- follow-up to determine employment success and capabilities of students after training

CONTACT:
Bernadean Wood
Ogden-Weber Area Vocational Center
559 East AVC Lane
Ogden, Utah 84404-6704
801/627-8320

TYPE: TECHNICAL INSTITUTE

LOCATION: Greenville Technical College, Greenville, South Carolina

DESCRIPTION: Greenville Technical College has three campus centers providing its skill clinic services. All work with students or members of the community to advance skill levels and find placement in a job or a training program leading to a job. These centers are: the Career Advancement Center, the Career Directions Center and the Student Success Center. Each Center has mechanisms for assessing and evaluating the academic and occupational abilities of their clients.

The Career Advancement Center, founded in 1977-78, serves the education and training needs of people in the community who, for one reason or another, are looking to change jobs or careers, or to re-enter the job market. The Center works with clients on a case by case basis to analyze where strengths and abilities lie and which skills might be enhanced to qualify for a certain job.

SERVICES: The Center offers the following services to members in the community:

- career, interest and aptitude assessments
- referral to job placement agencies as well as other services
- career counseling, including resume writing and interviewing skills
- skill enhancement programs for business
- six month follow-up

The Center also designs and implements special training programs for business and industry, including customized training for new employees.

CONTACT:
F. M. Rogers
Director
Career Advancement Center
Greenville Technical College
P.O. Box 5616
Greenville, South Carolina 29606-5616
803/250-8281

TYPE: CORRECTIONS SERVICES

LOCATION: Southeastern Illinois College, Correctional Education Division, Vienna, Illinois

DESCRIPTION: The Correctional Education Division of Southeastern Illinois College believes in equipping offenders with practical life skills that will enable them to re-enter their communities as productive and law-abiding citizens. The College operates postsecondary vocational and academic education programs in four Southern Illinois correctional institutions which facilitates such preparation through a contractual arrangement with the Illinois Department of Corrections School District #428.

When assessment results indicate functional educational levels below the sixth grade, an offender is placed in mandatory remedial education classes. Proof of high school completion or a GED is required for admission into all postsecondary vocational or academic educational programs. Offenders incarcerated within the institutions served by Southeastern Illinois College have the opportunity to participate in educational programs through one-on-one, holistic programming which prepares them to live on the outside. Tutorial assistance is available in all aspects of the education program.

SERVICES: Services offered to the offender population through the Southeastern Illinois College, Correctional Education Division include:

- vocational, occupational and academic assessment
- referral to ABE, occupational and drug programs if necessary
- transitional services
- job search and employment portfolio development
- entry dates every two weeks and flexible exit points within the program

CONTACT:
Hartzel L. Black
Southeastern Illinois College
Correctional Education Division
Central Administrative Office
P.O. Box 200
Vienna, Illinois 62995
618/658-9090

TYPE: COMMUNITY-BASED ORGANIZATION NETWORK

LOCATION: Opportunities Industrialization Centers (OIC) - Metropolitan Saginaw, Michigan

DESCRIPTION: Opportunities Industrialization Centers (OICs) are community-based organizations located in 70 communities across America as well as in 7 foreign countries. The OICs are based on the idea of self-help through adult occupational education and training. Each affiliate OIC provides education and other services that help prepare individuals for the job market.

The Metropolitan Saginaw OIC has trained 6,143 individuals for jobs since March 1970.

SERVICES: Metro Saginaw offers the following services to members in the community:

- occupational and educational assessment
- occupational and personal counseling
- vocational training
- job placement
- client follow-up
- referral to educational services and training outside the OIC, if needed

CONTACT:
Louise Palmer
OIC of Metropolitan Saginaw
1000 Tuscola Street
Saginaw, Michigan 48607
517/752-4158

WORKPLACE DESIGNS: PARTNERSHIPS

Skill clinics based in the workplace function somewhat differently than those in public sector organizations because they are tailored specifically to meet the needs of employees at the work site. Businesses often design education programs and offerings around those services they feel will benefit their workers. Discussed on the next several pages are partnerships between a business and an education organization.

TYPE: WORKPLACE DESIGN

LOCATION: The UAW-Ford Skills Enhancement Program, Dearborn, Michigan

DESCRIPTION: In 1983, the United Auto Workers and the Ford Motor Company developed the UAW-Ford Skills Enhancement Program (SEP) to provide opportunities for active UAW-represented Ford employees to sharpen certain skills, master new skills and/or continue their education. The Skills Enhancement Program is administered through the UAW-Ford National Education, Development and Training Center in Dearborn, Michigan.

Today, 55 programs exist in 14 states across the country with more developing as skill training needs change. Over 30,000 UAW-Ford employees have benefited from SEP. Many have gone on to acquire their GED certificate or obtain a high school diploma. Some have gone on to higher education and many more have completed company sponsored technical training programs.

SERVICES: Project services are tailored to meet the interests and needs of workers in UAW-Ford locations, but skill clinic characteristics/services generally include the following:

- individual needs assessment
- academic and educational advising
- individual instructional plans
- instructional services are integrated and coordinated with other joint programs as well as other education and training programs within a given location
- referral to services and training outside SEP, if needed

CONTACT:
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Program Services Representative
UAW-Ford National Education, Development and Training Center
5101 Evergreen Road
Dearborn, Michigan 48128
313/390-4409

TYPE: WORKPLACE DESIGN

LOCATION: McDonnell Douglas Space Systems Company, Huntington Beach, California

DESCRIPTION: Maintaining and enhancing the quality of the work force is the goal of the McDonnell Douglas partnership with Coastline Community College in Huntington Beach, California. In 1988, the two joined to develop a Preemployment Assessment program for personnel wanting to join McDonnell Douglas in clerical, structures assembly and manufacturing positions. McDonnell Douglas provides the job criteria assessment where each job classification is profiled by surveying and interviewing incumbents and managers. The job profiles are then used in conjunction with a computerized system which determines a minimum criteria of skills. Coastline Community College provides the applicant assessment to prospective McDonnell Douglas employees referred to the Preemployment Assessment program. Successful applicants are referred to McDonnell Douglas for job opportunities based on their assessed skills. Applicants who complete both assessment portions successfully also receive one-half unit of college credit. Those who do not pass the tests are referred to Coastline for further basic skills training and then encouraged to retake the tests. Since 1988, Coastline Community College has tested over 7,000 applicants. The partnership between McDonnell Douglas and Coastline Community College has resulted in a better fit between the job and the employee and a more literate work force.

SERVICES: Services provided by Coastline Community College to McDonnell Douglas applicants include:

- basic skills assessment
- occupational and academic assessments
- academic counseling
- referral to basic skills training
- re-testing

CONTACT:
Lenore Willoughby
McDonnell Douglas Space Systems Company
5301 Bolsa Avenue
A3/R306/28-1
Huntington Beach, California 92647
714/896-4822

TYPE: WORKPLACE DESIGN

LOCATION: Scott Paper Company's Life/Education Action Planning Program (LEAPP) Philadelphia, Pennsylvania

DESCRIPTION: Scott Paper Company has long been committed to employee growth and development. One of the company's goals is to "empower employees to reach their full potential as contributing members of the company and society." To meet this goal, Scott teamed up with the Council for Adult and Experiential Learning (CAEL) in 1987. CAEL, a non-profit organization, developed a program called Life/Education Action Planning Program (LEAPP) for Scott's nine hundred lineworkers and managers in the rural northeast (Maine) and the southeast (Alabama and Mississippi).

Scott's partnership with CAEL and the LEAPP program has motivated employees to enroll in academic classes to further their education, or to complete their GED. Since the program began, 58% of participants in the northeast and 51% in the southeast have matriculated through some form of education that enhanced their employability in the community. Participants have taken classes ranging from basic literacy, ESL and welding, to Japanese, computer literacy and small engine repair.

SERVICES: LEAPP offers Scott employee participants the following services:

- assessment of skills, aptitudes and interests
- one-on-one career and educational counseling
- referral to training and education providers
- development of a career education plan
- employee follow-up

CONTACT:
Evan Frazer
Vice President, Human Resources
Scott Worldwide
Scott Paper Company
Scott Plaza
Philadelphia, Pennsylvania 19113
215/522-6263

TYPE: FEDERAL SECTOR

LOCATION: The Office of Personnel Management/Internal Revenue Service

DESCRIPTION: Under the President's Education Strategy, AMERICA 2000, the Office of Personnel Management (OPM) has responsibility for providing leadership to Federal agencies in establishing skill clinics that serve the Federal workforce and in developing programs that enhance workplace skill and offer basic literacy training to Federal employees.

OPM recently surveyed Federal agencies to learn what skill assessment, career counseling, and referral services were available to employees. Survey results will be used to determine what recommendations can be made in the areas of policy/guidance, research, resource/information sharing, technical assistance to agencies, and training in order to support the President's initiative to upgrade the skills of America's workforce.

The Internal Revenue Service (IRS) which is part of the U.S. Department of the Treasury, operates a successful skill clinic in its' Los Angeles District Office. The skill clinic is part of a counseling services program available through the Career Resource Center which has been in existence for two and a half years.

At one location, the Center provides the Career Management Program, the Employee Assistance Program and Financial and Pre-Retirement Planning Assistance. The Center serves a district population of 3,000 employees and has had over 7,000 employee contacts. The Career Management Program is particularly interesting because it provides employees with methods to link their career interests and abilities with the organization's work force requirements.

Through various assessment tools and approaches that meet the needs of different learning styles, employees get indicators of their skills, knowledge, interests, and abilities. This data--along with information on specific competencies required for various IRS jobs--enables employees to take full advantage of the Center's resources to plan their career growth and development within IRS. The career planning process is a shared responsibility among the supervisor, employee, and Career Resource Center. The team approach helps managers guide their employees through the process as well as make informed decisions about referral to appropriate training. It also provides employees with the know-how to take charge of their own careers.

SERVICES: The following career planning services are available to employees:

- a comprehensive computerized career planning system customized for the IRS
- a self-paced, self instructional career series
- an interactive workshop providing self-assessment and career development tools

CONTACT: (See next page)

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